

**CLAIMS SPECIALIST***Class Definition*

Under supervision, performs specialized work in processing of City property damage claims and subrogations for property damage.

*Distinguishing Characteristics*

Claims Specialist is assigned to the Risk/Safety Division of the Department of Administrative Services. Reporting to a Senior Human Resources/Risk Analyst, incumbents work independently and exercise considerable latitude in the review, investigation, settlement and processing of property damage and subrogation claims relating to City property damage and Workers' Compensation losses. This class is distinguished from Risk Analyst in that incumbents of that class are responsible for the more difficult duties of investigation and settlement of claims against the City and act with considerably more latitude in judgement.

*Typical Tasks*

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class).

May review and investigate, in the field or office, liability, property damage, and Workers' Compensation claims; recommends settlement.

Negotiates within established limits with third parties and insurance companies regarding Workers' Compensation subrogation, property subrogation, and minor liability claims.

Reviews and processes property damage recovery and liability claims; receives claims over the telephone when necessary.

Files court documents to pursue recoveries from third parties.

Represents the City in Small Claims Court actions, including orders of examination reviews; files other court documents to pursue recoveries from third parties.

Prepares the files for payment of repair work done and invoices the responsible parties; receives and records all payments made on property damage or Workers' Compensation subrogations; maintains the accounts receivable program.

Prepares a monthly loss reimbursement summary for each division and for Accounts Payable.

Prepares statistical and financial reports for internal and financial reimbursements.

Communicates with department representatives and administration regarding the status of Workers' Compensation claims; reviews employer's reports of injury; processes payments for medical and legal costs.

Performs related duties as required.

*Knowledge, Abilities, and Skills*

Knowledge of insurance claims and subrogation/recovery procedures.

Knowledge of the policies and procedures used in maintaining and controlling an extensive record system.

Ability to operate a camera and take photographs.

Ability to make clear and persuasive oral presentations, including the closing of claims negotiations.

Ability to prepare clear, concise, and comprehensive records, reports, correspondence, and other written materials.

Ability to establish and maintain effective working relationships.

Ability to operate a word processor or computer terminal.

*Minimum Qualifications*

One year of experience in the processing and settlement of property damage claims and subrogation.

*Necessary Special Requirement*

Possession of a valid California Driver's License may be required at time of appointment.

APPROVED: \_\_\_\_\_

Director of Administrative Services

DATE: \_\_\_\_\_